

Animal Control Officer

Date Rcvd	#1	#2	#3	#4	#5	#6	#7	#8	Visit Notice	Explain	Citation	Explain	Comments
9/7/2012	5	5	4	5	5	5	3	5	<input type="checkbox"/>		<input type="checkbox"/>		Very satisfied with services
9/21/2012	4	4	3	3	4	3		4	<input type="checkbox"/>		<input type="checkbox"/>		

Total Surveys 2

Rating

5=Outstanding
4=Good
3=Satisfactory
2=Improvement Needed
1=Unsatisfactory

Average Question 1 4.5
Average Question 2 4.5
Average Question 3 3.5
Average Question 4 4
Average Question 5 4.5
Average Question 6 4
Average Question 7 3
Average Question 8 4.5

Questions

1. The Animal Control Officer (ACO) treated me with respect and courtesy.
2. The ACO made clear to me how I can comply with animal control laws.
3. My interaction with the ACO was informative.
4. The ACO provided individual attention to my issues.
5. The ACO answered my questions both clearly and professionally.
6. The ACO (and office staff if applicable) responded promptly to my questions, phone calls and other contacts.
7. The ACO promptly responded to my request for assistance with an animal at my home or in the community.
8. Rate your overall satisfaction with your experience with Animal Control Services.

Did you receive a completed Notice of Visit at your residence? (Check indicates yes)

Total Notice of Visit 0
% Total Notice of Visit 0%

Did you receive a citation? (Check indicates Yes)

Total Receive Citation 0
% Total Receive Citation 0%

Building Services General

Date Rcvd	Permit Number	Counter Service	Bldg Plan Review	Permitting Process	Building Services General Comments:
9/5/2012		5	5	5	Always treated very nice, by everyone.
9/5/2012	PL2012-0075	5	5	5	Very nice and easy to deal with staff. Thanks.
9/5/2012	The Tire Choice	5	5	5	Wish you were in Pasco County
9/5/2012	BDR2012-0366	5			Very helpful. Thanks, Woody's Roofing
9/5/2012		5			Very pleasant
9/5/2012	QSR, Inc.		5		Great service!
9/5/2012	BD2012-3883	5	5	5	It was a pleasure, thank you. David Russell, J. McLaughlin & Company
9/5/2012	GA2012-0073	4	4	4	I miss being able to fill out applications online.
9/5/2012	BD2012-2297	5			Way over the top
9/5/2012	PS2012-0250	5	5	5	Excedllent service at the counter. Always with a smile.
9/7/2012	BD2012-2813	5	5	5	Great Job - Thanks to Ronda, Kelly & Mike. Super Service.
9/7/2012	BD2012-1901	5	5	5	Super Job - Great Service. Thanks Ronda, Sandy & Tom.

Total Permits 10

Average Counter Service 4.9

Average Bldg Plan Review 4.9

Average Permitting Process 4.9

5=Excellent

4=Good

3=Expected

2=Fair

1=Poor

Facilities Maintenance Helpdesk Survey Report
SEPTEMBER 2012

Work Order #	Date	Requester	Technician	Response Time	Quality of Work	Proper Cleanup	Professionalism	Courtesy	Comments
WRQ 07568	9/17/2012	Charlene Allen	Lamar Sowell	Excellent	Excellent	Excellent	Excellent	Excellent	We are glad to have such a good team of repair persons. Thanks.

Housing Applicant

Date Rcvd	#1	#2	#3	#4	#5	#6	#7	#8	#9	Staff Help You*	Explain:	If Not**	If Not Explain:	Comments
9/4/2012	5	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>		<input type="checkbox"/>	Because I didn't need it after the housing department helped me.	I am really glad that I was referred to you all because you are a very outstanding program for people like me. I want to thank you very much!

Total Surveys 1

Average Question 1 5
 Average Question 2 5
 Average Question 3 5
 Average Question 4 5
 Average Question 5 5
 Average Question 6 5
 Average Question 7 5
 Average Question 8 5
 Average Question 9 5

Was Housing staff able to help you?
 (Check indicates Yes)

Total Yes 1
 % Yes Staff Help You 100%

Rating

5=Outstanding
 4=Good
 3=Satisfactory
 2=Improvement Needed
 1=Unsatisfactory

Questions

1. Housing staff treated me with respect and courtesy.
2. The application process was easy and understandable.
3. Housing staff provided individual attention to my issues.
4. Housing staff responded promptly to my questions, phone calls and other contacts.
5. Housing staff answered my questions both clearly and professionally.
6. Housing staff thoroughly explained the paperwork I signed (if applicable).
7. Clear documentation was provided to me regarding the conditions of the agreement (if applicable).
8. The Housing office is conveniently located.
9. Rate your overall satisfaction with your experience with Housing Department.

If Housing staff could not help you, did staff provide information on other types of assistance that might be available in the area? (Check indicates Yes)

Yes, provided other assistance 0

Inspections 2 Survey Results By Date Range

Date Rcvd	Permit Number	Mechanical	Electrical	Plumbing	Building	General	Comments:
9/7/2012					5		Very helpful, very friendly, keep up the good work!!!
9/7/2012	S2011-0008					5	Sandy was most helpful and very professional
9/7/2012	BD20124379				5	5	Everyone is very professional, personal and accomodating in the assistance of obtaining a building permit. :) Wonderful to deal with!
9/7/2012	20RY73			5	5		I loved it!

Total Permits 3

Average Mechanical

Average Electrical

Average Plumbing 5

Average Building 5

Average General 5

5=Excellent

4=Good

3=Expected

2=Fair

1=Poor

Library at Pinellas Plaza 1-5

Date Rcvd	1-3/week	<1/month	Not Regular	AudioBooks	MusicCDs	DVDs	Magazines	UseComputer	ChildProgra	TeenProgra	AdultProgra	Socialize	NoneofThese	Use For	# 3	# 3 Comment	# 4 Yes	# 4 No	# 4 Not Look	# 4 Comment	# 5	# 5 Comment
9/6/2012	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	
9/6/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		2		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	
9/6/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		2		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	
9/6/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	
9/6/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		3	
9/6/2012	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	like magazines	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	Jenny did a good job
9/6/2012	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	
9/6/2012	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	
9/6/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		0		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		0	
9/6/2012	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		3		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	
9/6/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		0		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		0	
9/6/2012	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		2		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		3	
9/6/2012	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		2		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	
9/6/2012	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		2	need more non-fiction and technical books (other than computer)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	
9/6/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	
9/6/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		0		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	
9/6/2012	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		3	
9/6/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	
9/6/2012	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		2		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	
9/6/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	Super!!
9/6/2012	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		2		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	
9/6/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	

Date Rcvd	1-3/week	1/month	Not Regular	Books	AudioBooks	MusicCDs	DVDs	Newsapers	Magazines	UseComputer	ChildProgra	TeenProgram	AdultProgra	Socialize	NoneofThese	Use For	# 3	# 3 Comment	# 4 Yes	# 4 No	# 4 Not Look	# 4 Comment	# 5	# 5 Comment
9/6/2012	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	
9/6/2012	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		1	Wall Street Journal and Barrows 3 to 4 days late	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		2	
9/12/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		0		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	
9/12/2012	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	attended internet program and learned a lot	3	
9/12/2012	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	The library staff is very helpful and courteous	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	Thanks to the library staff
9/12/2012	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		3	
9/12/2012	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	
9/12/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		3		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		3	
9/12/2012	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	learning	3		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	

Date Rcvd	1-3/week	1/week	< 1/month	Not Regular	Books	AudioBooks	Music CDs	DVDs	Newspapers	Magazines	Use Computer	ChildProgra	TeenProgra	AdultProgra	Study/Work	Socialize	None of these	Use For	# 3	# 3 Comment	# 4 Yes	# 4 No	# 4 Not Look	# 4 Comment	# 5	# 5 Comment
-----------	----------	--------	-----------	-------------	-------	------------	-----------	------	------------	-----------	--------------	-------------	------------	-------------	------------	-----------	---------------	---------	-----	-------------	---------	--------	--------------	-------------	-----	-------------

Total Surveys 31

1. How often do you visit the library?

Total One to three times	5	Percent Total Surveys	16%
Total At least once	6	Percent Total Surveys	19%
Total Less than once	7	Percent Total Surveys	23%
Total Not on regular basis	11	Percent Total Surveys	35%

2. Which services do you frequently use at the library? (Check all that apply)

Total Books	21	Percent Total Surveys	68%
Total Audio Books	3	Percent Total Surveys	10%
Total Music CDs	1	Percent Total Surveys	3%
Total DVDs	1	Percent Total Surveys	3%
Total Newspapers	5	Percent Total Surveys	16%
Total Magazines	4	Percent Total Surveys	13%
Total Use Computer	4	Percent Total Surveys	13%
Total Attend Child Programs	0	Percent Total Surveys	0%
Total Attend Teen Programs	0	Percent Total Surveys	0%
Total Attend Adult Programs	11	Percent Total Surveys	35%
Total Study or Work Space	3	Percent Total Surveys	10%
Total Socialize	1	Percent Total Surveys	3%
Total None of these	2	Percent Total Surveys	6%

3. The library is valuable to me as a source of recreational materials (e.g. books, audio books, movies, magazines, etc.)

Average # 3 2.32 3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

4. I found something to read, watch or listen to for myself or someone else on this library visit.

Total Question 4 Yes	18	Percent Total Surveys	58%
Total Question 4 No	0	Percent Total Surveys	0%
Total Question 4 Not Look Today	6	Percent Total Surveys	19%

5. The library staff was responsive to my needs.

Average # 5 2.77 3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

Library at Pinellas Plaza 6-10

Date Rcvd	6Child	6Summer	6Teen	6Compute	6Adult	6None	7Child	7Teen	7Adult	7Compute	7Other	7Other Comment	Size	Cleanliness	Furniture	Computers	8Comment	Male	Female	Under 18	18-24	25-39	40-55	56+	Additional comments
9/6/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	3	3	3		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
9/6/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		3					<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
9/6/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	3	3	3		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		Computer class very helpful for me. Minimum knowledge and know something. Future looks brighter. Thank you.
9/6/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	3	3	3		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		Learned a lot. Teacher was very informative and learned about the computer. Thank you.
9/6/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	3	3	3		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
9/6/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	3	3	3	I love coming to the library	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		Jenny made it very clear. I feel like I have the basics.
9/6/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	how to put pictures into emails and remove them from other emails						<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		Classes are very helpful.
9/6/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	3	3	3		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		Would appreciate class on word processing
9/6/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3					<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
9/6/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	3	3	3		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		Very satisfied with teacher
9/6/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>							<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		New to area, but when house is built, will come. Basic computer today was very good. Would like this again. Instructor very good and very good computer class today. Thank you. Elaine Williams
9/6/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	3	3	3		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		Excellent basic class. A good start for me.
9/6/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	3	3	2		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		During computer class, instructor should have a screen in front of class - would be more productive for the students.

Date Rcvd	6Child	6Summer	6Teen	6Compute	6Adult	6None	7Child	7Teen	7Adult	7Compute	7Other	7Other Comment	Size	Cleanliness	Furniture	Computers	8Comment	Male	Female	Under 18	18-24	25-39	40-55	56+	Additional comments
9/6/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	non-fiction and tech book also history	2	3	3	3		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
9/6/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	3	3	3		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
9/6/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	3	3	3		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
9/6/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	3	3	3		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		very good class
9/6/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	3	3	3		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
9/6/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3		2	2		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
9/6/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	3	3	3	I LOVE this library!	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
9/6/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		2	2	2	2		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
9/6/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	3	3	3	Instructor was very responsive and helpful. Size of class was good.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		Will use this facility more often.
9/6/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	3	3	3		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
9/6/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	3	3	3	Paper vendor is doing a "bad" job.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		Need new paper vendor - Wall Street Journal and Barrows.
9/12/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	3	3	3		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		Computer class on internet basics was very informative.
9/12/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Skype, Kindle, finding airline tickets and comparison shopping	3	3	3	3		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		I learned so much at the internet class and look forward to the next tools class. The information was presented in a way that was easy to understand.
9/12/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	3	3	3	This library is much needed and appreciated. God bless this library.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		We need more library staff as nice and helpful as these are. Very helpful and nice.
9/12/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Skype instruction	3	3	3	3	We are very fortunate to have such an excellent new library.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		Found the computer class very helpful :)
9/12/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	3	3	3		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		The computer class was very informative. I enjoyed it very much and look forward to more classes. Jon Wittoatt

Date Rcvd	6Child	6Summer	6Teen	6Compute	6Adult	6None	7Child	7Teen	7Adult	7Compute	7Other	7Other Comment	Size	Cleanliness	Furniture	Computers	8Comment	Male	Female	Under 18	18-24	25-39	40-55	56+	Additional comments
9/12/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	3	3	3		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		Explanations were simple - easily understood.
9/12/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	3	3	3	I really enjoyed it and learned something - wow.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		This has been so rewarding to me. The grandsons are not as informatie. I have a card since opening. Kathleen Graves

Total Surveys 31

**6. Please indicate which programs you have participated in during the past 12 months.
(Please check all that apply.)**

Total #6 Children Programs Events	0	Percent Total Surveys	0%
Total #6 Summer Reading Program	0	Percent Total Surveys	0%
Total #6 Teen Programs Events	0	Percent Total Surveys	0%
Total #6 Computer Classes/Workshops	25	Percent Total Surveys	81%
Total #6 Adult Programs Events	4	Percent Total Surveys	13%
Total #6 None of These Programs	4	Percent Total Surveys	13%

**7. Please check any areas below where you would like to see more programs offered at the library.
(Please check all that apply.)**

Total #7 Children Programs Events	0	Percent Total Surveys	0%
Total #7 Teen Programs Events	0	Percent Total Surveys	0%
Total #7 Adult Programs Events	5	Percent Total Surveys	16%
Total #7 Computer Classes/Workshops	20	Percent Total Surveys	65%
Total #7 Other	1	Percent Total Surveys	3%

8. Please rate your satisfaction with the physical facility of this library:

Average Size	2.93	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Cleanliness	2.96	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Furniture/Furnishings	2.93	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Number of Computers	2.89	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied

Please tell us about yourself.

Are you:	Total Male	11	Percent Total Surveys	35%
	Total Female	20	Percent Total Surveys	65%

How old are you?

Total Under 18	0	Percent Total Surveys	0%
Total 18-24	0	Percent Total Surveys	0%
Total 25-39	0	Percent Total Surveys	0%
Total 40-55	0	Percent Total Surveys	0%
Total 56+	30	Percent Total Surveys	97%

Date Entered into System	What was your reason(s) for visiting the library today?	Location visited:	Selection of materials:	Friendliness/attentiveness of staff:	Quality of program:	Physical facility of library:	Ease of use of website or online catalog:	Computers:	Quality/amount of study/work space:	Library Hours:	Additional comments:	If you would like a response, please leave a phone number/e-mail address where you can be reached.
8/24/2012 16:05:34	Materials	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Excellent	Excellent	Not applicable	Not applicable	Not applicable	Good		
9/7/2012 9:55:32	Materials	Villages Public Library at Pinellas Plaza	Satisfactory	Excellent	Not applicable	Excellent	Good	Not applicable	Not applicable	Good	I enjoy coming to this branch. Helpful people.	
9/7/2012 9:56:31	Materials	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Not applicable	Excellent	Excellent	Not applicable	Not applicable	Excellent		
9/7/2012 9:57:13	Materials	Library on Wheels Villages Public Library at Pinellas Plaza	Fair	Excellent	Excellent	Excellent	Poor	Not applicable	Satisfactory	Satisfactory		
9/7/2012 9:58:00	Materials	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Excellent	Excellent	Not applicable	Not applicable	Not applicable	Excellent		
9/7/2012 9:58:48	Materials	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Not applicable	Excellent	Excellent	Not applicable	Not applicable	Satisfactory		
9/7/2012 10:00:21	Use a computer	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Not applicable	Excellent	Excellent	Excellent	Excellent	Excellent	Could you please place a small marker on the AR Books. Just something to let you know they are AR books, but you would still have to use the site to find the rating.	
9/7/2012 10:01:47	Materials	Villages Public Library at Pinellas Plaza	Good	Excellent	Not applicable	Excellent	Not applicable	Not applicable	Not applicable	Excellent	I love both of the libraries located in The Villages. The staff is always friendly and helpful. Thank you for your wonderful service!	
9/7/2012 10:02:40	Materials	Villages Public Library at Pinellas Plaza	Good	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Great staff! More large print books would always be welcomed.	
9/7/2012 10:03:52	Materials	Villages Public Library at Pinellas Plaza	Excellent	Excellent		Excellent				Good		
9/7/2012 16:14:42	Materials	Villages Public Library at Belvedere	Good	Excellent	Not applicable	Excellent	Not applicable	Not applicable	Not applicable	Excellent	There can never be enough books for me - but you do a good job of trying! I love both of the libraries located in the villages. The staff is always friendly and helpful. Thank you for your wonderful service!	
9/7/2012 16:15:22	Materials	Villages Public Library at Belvedere	Excellent	Excellent	Not applicable	Excellent	Excellent	Not applicable	Not applicable	Satisfactory		
9/15/2012 17:55:24	Materials	Villages Public Library at Pinellas Plaza	Fair	Excellent	Not applicable	Excellent	Excellent	Not applicable	Excellent	Good	Would like more genealogy books, like the Belvedere library.	
9/30/2012 5:23:54	Materials	Villages Public Library at Pinellas Plaza	Good	Excellent	Excellent	Excellent	Good	Not applicable	Excellent	Excellent	Please add a drop off drive through bin at Pinnellas library. Thanks, s. billingsley	

10/9/2012 16:31:03	Use a computer	Panasoffkee Community Library	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Library staff very helpful and friendly.
10/9/2012 16:32:03	reserve books	Villages Public Library at Belvedere	Excellent	Excellent	Not applicable	Excellent	Excellent	Not applicable	Not applicable	Good	
10/9/2012 16:33:06	Materials	Villages Public Library at Belvedere	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	I love the library. More on Saturday. Other library needs handicap doors. I'm in a wheelchair and cannot get in. So are others.
10/9/2012 16:34:53	Materials	Villages Public Library at Belvedere	Poor	Excellent	Not applicable	Excellent	Not applicable	Not applicable	Not applicable	Poor	
10/9/2012 16:35:34	Materials	Bushnell Public Library	Excellent	Excellent	Excellent	Excellent	Excellent	Not applicable	Not applicable	Excellent	
10/9/2012 16:36:17	Materials	Villages Public Library at Pinellas Plaza	Satisfactory	Excellent	Not applicable	Excellent	Excellent	Excellent	Excellent	Good	
10/9/2012 16:37:45	Use a computer	Bushnell Public Library	Excellent	Excellent	Good	Excellent	Good	Satisfactory	Good	Good	Get printers fixed so that they copy again when you take things out.
											I love coming to the library! Staff are so friendly. The study space seems so small at times. My only complaint is the smoking by the entry doors. I have bad allergies to smoke and everytime I come to the library, I have to walk by the smoke on the trashcan or people smoking near the doors. When I leave, I stink and feel sick because it smells so bad. Maybe in the future, someone could do something about this. I don't like my kids having to walk through this either. Thank you. I love the library, there is such a great selection!
10/9/2012 16:40:18	Materials	Bushnell Public Library	Good	Excellent	Excellent	Good	Excellent	Excellent	Satisfactory	Excellent	
10/9/2012 16:41:14	Attend a program	Bushnell Public Library	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	The education was very amazing. I highly highly enjoyed it, plus the food was very good.

10/9/2012 16:48:15	Materials	Bushnell Public Library	Excellent	Excellent	Excellent	Excellent	Excellent	Good	Good	Excellent	We have been renting DVDs lately and it seems that all of the newer movies with the white Sumter County Library System sticker on them is throwing off the DVD balance. It is causing my player to freeze and the movies will hardly play. The DVDs are brand new with no scratches so we know that this not the issue, plus we have tried regular DVDs without the sticker and they work fine. We've tried the DVDs with the sticker in an older DVD player and a new DVD player. No luck to play in either one. I would really like to remove the sticker myself, but I understand the reason for the sticker. However, if it ruins a DVD player because of the DVD being off balance, it'll be a different story. I know I'm not the only one with this complain. I love the Library System. Please leave the sticker off the DVDs.
10/9/2012 16:50:11	Materials	Bushnell Public Library	Good	Good	Excellent	Excellent	Not applicable	Excellent	Excellent	Excellent	We travel around the country for work and this is our very favorite library. We have been sent to Bushnell for the past nine summers and find this staff and facility the best!!! (our second favorite is in a small town in Arizona).
10/9/2012 16:51:39	Study/work	Bushnell Public Library	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Satisfactory	Excellent	I was not aware of this form, but being made aware and answering the questions brought realization of how convenient and welcoming the staff and facility has been. Superb customer service, always polite and willing.

10/10/2012 14:19:	09 books	Villages Public Library at Pinellas Plaza	Good	Good	Not applicable	Excellent	Not applicable	Not applicable	Not applicable	Satisfactory	I would love if this library was open on Sundays (and longer hours on Saturday)	
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Parks and Recreation by Date Range

<i>Date Rcvd</i>	<i>Facility</i>	<i>Initial Contact</i>	<i>Customer Service</i>	<i>Scheduling</i>	<i>Setup/Cleanliness</i>	<i>P R Comments:</i>
9/13/2012	Lake Okahumpka	5			5	Excellent 5-12-#8
9/13/2012	Lake Okahumpka	5			5	Very clean! Keep up the good work! E 7-12-#9
9/13/2012	Lake Okahumpka	5			5	Very Nice 5-12-#9
9/24/2012						
9/24/2012	Lake Pan Recreation	5	5	5	5	It is the best thing at Lake Pan. It's a very nice area. Nice playground. E7-12#2

Total Surveys 5

Average Initial Contact	5	5=Excellent
Average Customer Service	5	4=Good
Average Scheduling	5	3=Expected
Average Setup/Cleanliness	5	2=Fair
		1=Poor

Date Rcvd	Project Number	Customer Service	Zoning/Planning Review	Development Review	P/Z/D Comments:
9/7/2012	BD2012-3679	5	5	5	Great Job & "Fast". Thanks Sandy & Mike

Total Permits 13

Average Customer Service	5	5=Excellent
Average Zoning/Planning Review	5	4=Good
Average Development Review	5	3=Expected
		2=Fair
		1=Poor

Planning/Zoning/Development Review

Date Rcvd	Project Number	Customer Service	Zoning/Planning Review	Development Review	P/Z/D Comments:
9/5/2012	DP2011-0062	5	5	5	Thanks to everyone who helped complete this project.
9/5/2012	site plan printouts	5			Thank you for being pleasant and efficient. Normally visits to places such as this are grueling and anything but pleasant. Thank you.
9/5/2012		5			Sue helped me understand the requirements for Webster setbacks. Ronald Mancini
9/5/2012		5			
9/5/2012		5			Sandy
9/5/2012		5			Guylaine and Kathy went out of their way to help me solve my issues.
9/7/2012		5	5	5	
9/7/2012		5	5	5	
9/7/2012	CE2012-0235	5	5	5	Give them a raise.
9/7/2012		5	5	5	
9/7/2012		5			
9/7/2012	J24-033	5			Rhonda very knowledgeable & helpful

Probation

Date Rcvd	#1	#2	#3	#4	#5	#6	#7	#8	#9	#10	#11	#12	Probation Comments
9/11/2012	5	5	5	5	5	5	5	5	5	5	5		The ladies here are the best in the business. Thanks.
9/11/2012	5	5	5	5	5	5	5	5	5	5	5		
9/11/2012	5	5	5	5	5	5	5	5	5	5	5		They're great. Thanks.
9/11/2012	5	5	5	5	5	5	5	5	5	5	5		
9/11/2012	5	5	5	5	5	5	5	5	5	5	5		Richard M. Cameron
9/11/2012	5	5	5	5	4	5	5	5	5	2	5		Staff very friendly and helpful. Made the best out of a bad situation. Thank you, Amanda Ciulla
9/11/2012	5	5	5	5	5	5	5	5	5	5	5		They were great. Could not have expected my experience to be as good as it was.
9/11/2012	5	5	5	5	5	5	5	3	5	5	5		WF James
9/11/2012	5	5	5	5	5	5	5	5	5	5	5		Way to go above and beyond for someone you don't even know. Our family thanks you and will never forget. Thank you. M. Blalock
9/11/2012	5	5	5	5	5	5	5	5	5	4	4		
9/11/2012	5	5	5	5	5	5	5	5	5	5	5		
9/11/2012	5	5	5	5	5	5	5	5	5	4	5		My life skills have be oever and above helpful! Probation office was good only because I chose to come to Sumter because I really like Ms. Smith! This has been a life changing experience and I can only pray that I continue to take wht I have learned in this past year and pass it forward. I am so excited about my future and I have only good things ahead! Thank you all!
9/11/2012	5	5	5	5	5	5	5	5	5	5	5		My probation officer helped me stay on the right road to complete my probation. Very outstanding. Roland E. Richardson
9/11/2012	5	5	5	5	5	5	5	5	5	5	1		#10 - only because I live 100 miles away.
9/11/2012	5	5	5	5	5	5	5	5	5	5	5		Mrs. Smith was outstanding and caring. She was always very nice. Dawn was every nice and helpful with my calls to her. Thank you, Martha O. Romero

Total Surveys 15

Rating

5=Outstanding
 4=Good
 3=Satisfactory
 2=Improvement Needed
 1=Unsatisfactory

Average Question 1 5

Average Question 2 5

Average Question 3 5

Average Question 4 5

Average Question 5 4.9

Average Question 6 5

Average Question 7 5

Average Question 8 4.9

Average Question 9 5

Average Question 10 4.7

Average Question 11 4.7

Average Question 12

Questions

1. Probation staff treated me with respect and courtesy.
2. The orientation session helped me to better understand what to expect of probation.
3. My Probation Officer provided individual attention to my issues.
4. Staff had a detailed understanding of the probation system.
5. My first appointment was scheduled in a timely manner.
6. Probation staff responded promptly to my questions, phone calls and other contacts.
7. My Probation Officer answered my questions both clearly and professionally.
8. Clear documentation was provided to me regarding the conditions of my probation.
9. The life skills I learned were helpful to me to avoid future offenses.
10. My Probation Officer spent sufficient time with me.
11. The probation office is conveniently located.
12. Rate your overall satisfaction with your experience regarding your probation.

Road and Bridge by Date Range

Date Rcvd	Request Date	Location	Initial Contact	Service	Response	QualityWork	R/B Comments:
9/7/2012	6/25/2012	9193 CR 647C S	5	5	5	5	SR 06-7609
9/10/2012	6/25/2012	CR 423 and CR 429	5	5	5	5	Did all could do. SWFWMD took control. Now I am taking control. Jimmy Roberts (SR06-7592) (Jackey Jackson)
9/20/2012		CR 466 + CR 207W	5	5	5	5	I believe drain on N side of 466 is plugged up. Arrived very quickly - and although muddy, made improvement. Will try to return when area is dry. SR08-8083
9/20/2012	8/16/2012	13740 + 13768 CR 475	4	4	4	4	Prompt service very much appreciated! SR08-8035
9/26/2012		4796 CR 104	4	4	5	5	SR08-8050
9/26/2012	9/20/2012	3876 CR 513, Wildwood, FL	5	5	5	5	Fast response - great service- for several reasons (tree down on 513, mosquito control, lost sign) Thanks!!! SR08-8026
9/24/2012		4504 CR 300	5	5	5	5	(Dig ditch out) Very good job and friendly people (Thank you very much) SR08-8086

Total Surveys 7

Average Initial Contact 4.7

Average Customer Service 4.7

Average Response Times 4.9

Average Quality of Work 4.9

5=Excellent
4=Good
3=Expected
2=Fair
1=Poor

Solid Waste by Date Range

<i>Date Received</i>	<i>Day Visited</i>	<i>Initial Contact</i>	<i>Customer Service</i>	<i>Site Appearance</i>	<i>Recycling Options</i>	<i>Solid Waste Comments:</i>
9/4/2012	8/28/2012	5	5	5	5	I Wish they would recycle glass CDA 11-6-12
9/4/2012	8/28/2012	4	4	4	4	Not happy about the other landfill going in, concerned about toxic leakage into the lake nearby. CDA 10-6-12
9/4/2012		5	5	5		Visit every 10-15 days CDA 8-6-12
9/10/2012	8/28/2012	4	4	4	4	Very good crew. CDA 15-6-12
9/14/2012	8/29/2012	5	5	5	5	CDA 3-3-12
9/27/2012	9/25/2012	5	5	5	5	We appreciate the service CDA 9-6-12
9/24/2012	9/8/2012	5	5	4		Good employees. Sam Coverston CDA 8-11-12

Total Surveys 7

Average Initial Contact	4.7	5=Excellent
Average Customer Service	4.7	4=Good
Average Site Appearance	4.6	3=Expected
Average Recycling Options	4.6	2=Fair
		1=Poor

Veterans Benefits by Date Range

Date Rcvd #1 #2 #3 #4 #5 #6 #7 #8 #9 VSO Comments:

9/6/2012 5 5 5 5 5 5 5 5 5

Total Surveys 1

Rating

5=Outstanding
4=Good
3=Satisfactory
2=Improvement Needed
1=Unsatisfactory

Average Question 1 5

Average Question 2 5

Average Question 3 5

Average Question 4 5

Average Question 5 5

Average Question 6 5

Average Question 7 5

Average Question 8 5

Average Question 9 5

Questions

1. Veterans Service Office (VSO) was responsive to my needs.
2. VSO staff treated me with respect and courtesy.
3. The VS Officer provided individual attention to my issues.
4. I was asked appropriate questions to aid in obtaining my earned benefits.
5. VSO staff has a good understanding of the details involved in obtaining veterans benefits.
6. VSO staff responded promptly to my question, phone inquiries, and other contacts.
7. My VS Officer answered my questions both clearly and professionally.
8. The VS Office spent sufficient time with me to fully understand my needs.
9. Rate your overall satisfaction with your experience.